



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

August 27, 2009

Phyllis Snyder, RN, BSN  
Whittier Hospital Medical Center  
9080 Colima Road  
Whittier, CA 90605

Dear Ms. Snyder:

RE: FINAL MONITORING VISIT REPORT for Whittier Hospital Medical Center – ET08-0117

Date of the Visit:	08/11/09
Beginning/Ending Time:	10:00 a.m. – 1:20 p.m.
Date of Last Visit:	11/04/08
Visit Location:	Whittier
Persons in attendance:	Phyllis Snyder, RN, BSN, Whittier Hospital Arlene Lopez, Secretary, Education Department, AHMC Maggie Menzel, Training Funding Source Gilberto Pelaez, ETP Analyst
Action Required:	No

## CONTRACT INFORMATION:

Term of Agreement:	07/03/07 – 07/02/09	Agreement Amount:	\$223,688
Training Start Date:	07/06/07	No. to Retain:	218
Date Training must be Completed:	04/03/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	57

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ETP (04/15/05)

**FINAL REPORT SUMMARY:**

• **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 9/14/07 and training began on 7/06/07. Your staff reported that all training was completed on 3/27/09, which allows for the 90-day retention period to be completed within the term ending date of the Agreement on 7/02/09.

• **FINAL PROJECT STATISTICS**

Whittier Hospital records and information provided by your project staff indicated that 88 trainees have completed training and the 90 day retention period (40% of planned retentions). Current ETP records show that Whittier Hospital has earned and received payments totaling \$223,668 (100% of the encumbered total \$223,668) for the placement/retention of 88 trainees.

You reported that Whittier Hospital was unable to complete the 218 trainees specified in the Agreement for various reasons: Trainers did not document all the training hours provided to many trainees; some trainees did not achieve the required minimum number of hours; the healthcare is a dynamic industry and although the goal is retention of staff, they frequently move to other organizations and have more than one employer. Thus, the focus was to provide more training hours to new employees who needed the training to perform up to the standards required by the healthcare industry.

You also reported that because of the ETP training, the hospital was able to provide additional training for the healthcare provider staff on new practices, equipment, standards and other identified training needs to have a more educated and competent staff. Further, you were also able to focus on additional training for Registered Nurse New Graduates who assisted with the student's transition from the classroom to the clinical setting.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Job Number	Number to Retain	Number Enrolled in Training	Number of Trainees Dropped	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
1	218	495	345	88	88	88
Totals:	218	495	345	88	88	88

**ATTENDANCE ROSTERS/INVOICE:**

To verify the provision of training, the Analyst reviewed the attendance rosters of 11 Job 1 trainees billed on Invoice 8. With the exception of one trainee who was credited with more hours than shown on the attendance roster, all records met ETP requirements. Project staff agreed to contact ETP's Help Desk to correct the aforementioned error.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

**AUDIT:**

Whittier Hospital Medical Center will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Please contact your Monitoring Analyst within ten working days at (818) 755-1323 or [gpelaez@etp.ca.gov](mailto:gpelaez@etp.ca.gov) if you have any questions or comments.

Sincerely,

Sincerely,

**Signature on file**

Wally Aguilar, Manager  
North Hollywood Regional Office

**Signature on file**

Gilberto Pelaez, Contract Analyst  
North Hollywood Regional Office

cc: Maggie Menzel, (by email)  
David Guzman, Chief, ETP Audit & Programs Operations Division  
Kulbir Mayall, Manager, Cert & Fiscal Unit  
Master File  
Project File

Date report mailed to Contractor 8/28/09